

**Third Party Administrator – Performance Report
September 2011**

Agenda Item 9.c.
10/19/11 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	91%	8,471 of 9,307 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	9,307 of 9,307 total claims
Financial accuracy of claims paid.	99%	100%	\$2,623,944.30 of \$2,623,944.30 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	394 of 394 claims audited
Procedural accuracy rate for processing of claims.	97%	98.7%	389 of 394 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	16 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	0 appeals, 1 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.7%	2,606 of 2,874 calls answered in 30 seconds; avg. of 18 seconds
Subscriber issues resolved within the same business day.	90%	97.6%	1,643 of 1,683 issue calls
Maximum call abandonment rate.	5%	1%	30 of 2,874 calls
Maximum line busy rate.	3%	0%	0 busy out of 2,874 calls
Voicemails answered within two business days.	90%	100%	4 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaint

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.5%	2,267 of 2,505 calls answered in 30 seconds; avg. of 19 seconds
Provider issues resolved within the same business day.	90%	97%	2,684 of 2,767 issue calls
Maximum call abandonment rate.	5%	1%	24 of 2,505 calls
Maximum line busy rate.	3%	0%	0 of 2,505 calls
Voicemails answered within two business days.	90%	N/A	0 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	749 of 749 ID cards; average of 1.55 days
ID card accuracy.	100%	100%	749 of 749 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	749 of 749 packets; average of 1.55 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 requests

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests